



911 Certification Test System

User Manual

Version 1

June 15, 2015

Table of Contents

1	Major Steps in the Filing Process	1
2	Logging Onto the 911 Certification System.....	2
2.1	Accessing the 911 Certification System	2
2.2	Security Banner	2
2.3	Login Screen	3
2.4	Screen for New Users	3
2.5	Screen for Password Reset.....	5
2.6	Password Expiration	5
3	Main Menu	6
3.1	Main Menu for Inputters – Filings	6
3.2	Main Menu for Coordinators - Filings	7
4	Overall Certification Report	8
5	Diversity Audit	11
5.1	PSAPs with Certified Diverse Circuits.....	11
5.2	Alternative Measures Diversity Audit Report	12
6	Central Office Back-up Power	14
6.1	Central Offices with Certified Back-up Power Report.....	14
6.2	Alternative Measures Back-up Power Report.....	15
7	Monitoring Report	17
7.1	911 Service Areas with Diverse Monitoring Report	17
7.2	Alternative Measures Monitoring Report.....	18
8	Attach Signed Attestation Form	19

Table of Figures

Figure 1: Security Notice	2
Figure 2: Login Screen	3
Figure 3: New User Screen	4
Figure 4: System Providing New User ID	5
Figure 5: Screen to Get Password When Forgotten	5
Figure 6: Main Menu for Inputters.....	6
Figure 7: Main Menu for Coordinators	7
Figure 8: Top Part of Overall Certification Report.....	8
Figure 9: Second Part of Overall Certification Report	9
Figure 10: Bottom Part of Overall Certification Report.....	10
Figure 11: PSAPs with Certified Diverse Circuits Reports.....	12
Figure 12: Initial Screen for Alternative Measures Diversity Audit Report	12
Figure 13: Alternative Measures Diversity Audit Report	13
Figure 14: Central Offices with Certified Back-up Power	14
Figure 15: Initial Screen to Add Alternative Measures Back-up Power Report	15
Figure 16: New Alternative Measures Back-up Power Report.....	16
Figure 17: 911 Service Areas with Diverse Monitoring Points Report	17
Figure 18: Initial Screen for Inputting Alternative Measures Monitoring Report	18
Figure 19: New Alternative Measures Monitoring Report.....	18
Figure 20: Attaching Attestation Form	19

1 Major Steps in the Filing Process

- 1) Set up an account using the new user page. As with the Commission's Network Outage Reporting System (NORS), there are two types of users: inputters and coordinators. Inputters only have access to information that they have submitted, while coordinators have access to all information submitted by their company. Users responsible for limited portions of a company's certification (*e.g.*, particular service areas or topics such as circuit diversity, backup power, or network monitoring) should register as inputters, while users responsible for overseeing each company's certification as a whole should send a request to David Ahn (david.ahn@fcc.gov) or to John Healy (john.healy@fcc.gov) to be upgraded to coordinator status. For security purposes, these user status upgrades are conducted by Commission staff on a case-by-case basis.
- 2) Login to the system.
 - a) A popup window appears to assist in determining whether a company is a Covered 911 Service Provider. Users may choose not to see this screen in future visits by clicking "Do not show again," or by simply closing the popup window.
- 3) Begin with the main menu, which includes options for overall certification filings, as well as explanations of alternative measures for each certification element (*i.e.*, circuit diversity, backup power, and network monitoring).
 - a) The first item on the main menu, titled "911 Reliability Certification," allows users to file the overall certification. For each of the three elements, choose either the element report option or the alternative measures report option.
 - b) To list PSAPs with diversified circuits, choose the second menu item. Please follow the format asked on this report.
 - c) To provide an explanation of alternative measures with respect to circuit diversity, choose "Alternative Measures Diversity Report." You may create a new report for each PSAP or edit/update previously entered information.
 - d) The certification process for backup power and network monitoring follows a similar format.
- 4) Covered 911 Service providers that serve numerous PSAPs or service areas may choose to enter their responses in an Excel spreadsheet, which is available for download on the main menu page. Only users registered as coordinators will have access to the Excel spreadsheet upload and download capability.
- 5) Once all the certification information has been entered, the system provides a link to upload an attestation from a company's Certifying Official, attesting that such information is true and correct.¹ As with any certification information submitted to the test version of the 911 Certification System, Covered 911 Service Providers will not be bound by any attestations submitted through the testing process.

¹ See 47 C.F.R. § 12.4(a)(2)-(3) (defining Certifying Official as "[a] corporate officer . . . with supervisory and budgetary authority over network operations in all relevant service areas" and explaining attestation requirements).

There are two methods users can file the certification:

- 1) File each report using one of the forms in the 911 Reliability Certification System;
- 2) File many reports simultaneously by filling in an Excel spreadsheet and then uploading the Excel spreadsheet.

The first option is easier for companies who will file a small number of reports. Users needing to file over a hundred reports may prefer the second option. Only coordinators can use the second option.

2 Logging Onto the 911 Certification System

2.1 Accessing the 911 Certification System

The 911 Certification System can be accessed using the following URL:

<https://apps2.fcc.gov/rcs911/>

2.2 Security Banner

The following Security Banner will be displayed once the URL has been sent:



Figure 1: Security Notice

You will have to click "Accept" to acknowledge that you accept the conditions as stated in the Security Banner.

2.3 Login Screen

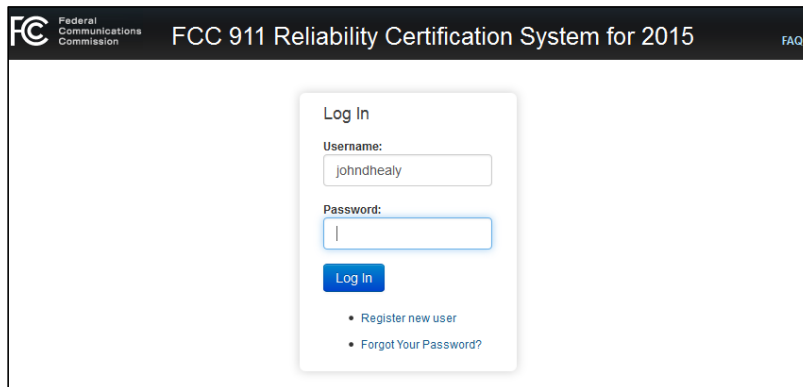
The screenshot shows the login interface for the FCC 911 Reliability Certification System for 2015. At the top, there is a dark header bar containing the FCC logo, the text "Federal Communications Commission", the title "FCC 911 Reliability Certification System for 2015", and a link for "FAQ". The main content area is white and features a central "Log In" form. This form includes a "Username:" label with a text input field containing "johndhealy", a "Password:" label with a password input field, a blue "Log In" button, and two links: "Register new user" and "Forgot Your Password?".

Figure 2: Login Screen

The Login screen is used to allow users that need to file the certification to have access to the system.

There are two types of users: inputters and coordinators. Inputters only have access to information that they have submitted, while coordinators have access to all information submitted by their company. Users do not need to be upgraded to coordinator status if they are responsible for limited portions of a company's certification (e.g., particular service areas or topics such as circuit diversity, backup power, or network monitoring). Users should send a request to be upgraded to "coordinator" status if they are responsible for overseeing each company's certification as a whole, by sending a request to David Ahn (david.ahn@fcc.gov) or to John Healy (john.healy@fcc.gov) to be upgraded to coordinator status. For security purposes, these user status upgrades are conducted by Commission staff on a case-by-case basis.

If you do not already have a UserID and Password, you should click the link marked "[Register new user.](#)" This will send you to the New User screen (see Section 2.4). NOTE: If you forget your password, you should click the link marked "[Forgot Your Password.](#)" The system will send you to a screen that asks for your UserID and e-mail address. The system will email you a new password.

2.4 Screen for New Users

If you do not already have a UserID, you will be required to identify yourself by providing a valid e-mail address when prompted by the system. The system will respond with your UserID and password. If you are an inputter, you will be able to file and edit the reports that you have submitted. If you are a coordinator, you will be able to file and edit the reports other users in your company have submitted.

The screen for New Users is:

The screenshot shows the 'New User' registration page for the FCC 911 Reliability Certification System for 2015. The page header includes the FCC logo, the text 'Federal Communications Commission', the title 'FCC 911 Reliability Certification System for 2015', and a link to the 'FAQ'. A note at the top states: '* indicates required field'. Below this, a yellow banner contains a notice: 'Notice: If you are creating an account for a new company name, please select blank for the "Reporting Company" field and fill out "Company Name" field. Otherwise, select your company under the "Reporting Company" field.' The form fields are as follows: '* Reporting Company:' with a dropdown menu; '* Company Name:' with a text box; '* Name:' with a text box; '* Phone Number (###-###-####):' with a text box; 'Extension:' with a text box; '* E-Mail:' with a text box; and 'Address:' with two stacked text boxes. At the bottom left are two buttons: '« Back' and 'Register'.

Figure 3: New User Screen

If your company filed a certification report or has a certification coordinator, your company will be listed in the scroll down menu under the Reporting Company text box. If your company is not in the scroll down menu, please type in the name of your company in the Reporting Company text box.

In all cases, you must provide your company name, your full name, phone number and e-mail address. The system will then direct you to the following screen, which provides your UserID and password.

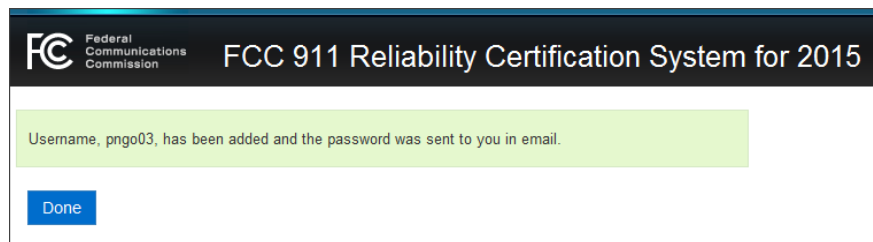


Figure 4: System Providing New User ID

You can then log onto the system and file the certification report. A new user is automatically registered as an inputter. To become a coordinator for a company, you should send a request to David Ahn (david.ahn@fcc.gov) or to John Healy (john.healy@fcc.gov) to be upgraded to coordinator status. For security purposes, these upgrades are done on a case-by-case basis.

2.5 Screen for Password Reset

The following Password Request screen appears after you click the link marked "[Forgot Your Password](#)" on the Login Screen.

 A screenshot of a web application interface for 'Account Reset'. The header is dark blue with the FCC logo and 'FCC 911 Reliability Certification System for 2015'. Below the header, a small note says '* Indicates required field'. The main content area has the title 'Account Reset'. There are two input fields: '* Username:' and '* E-Mail:'. Below the input fields are two buttons: a grey button labeled '< Back' and a blue button labeled 'Reset Account'.

Figure 5: Screen to Get Password When Forgotten

The system will send you your new password via e-mail.

2.6 Password Expiration

The system keeps track of the length of time a user's password has been operative. After 60 days, when you log in, the system will generate a new password, will notify you that a new password has been generated, and will send the new password to your e-mail address. You can use this new password or you can modify the password through the Password Change option displayed below "Help & Administration" on the main menu. If the new password is not received at your registered e-mail address,

you may click on [“Forgot Your Password”](#) on the Login Screen and the system will send a new password to your registered email address.

3 Main Menu

3.1 Main Menu for Inputters – Filings

For inputters, after you login, you will come to the following screen. Recall that inputters can only see reports that they have filed. Coordinators can see everything that is filed by their company.

FCC 911 Reliability Certification System for 2015	
Main Menu	
Page	Notes
Filings	
911 Reliability Certification	Overall Certification
PSAPs with Certified Diverse Circuits Report	
Alternative Measures Diversity Audit Report	
Central Offices with Certified Back-up Power Report	
Alternative Measures Back-up Power Report	
911 Service Areas with Diverse Monitoring Points Report	
Alternative Measures Monitoring Report	
Attach Signed Attestation Form	
Reports	
View Report	Review Previous Filings
Help & Administration	
User's Manual	
Paperwork Reduction Act Burden Statement	
Password Change	
Log Out	

Figure 6: Main Menu for Inputters

This menu lists all the reports you may need to file during the certification process:

- 1) 911 Reliability Certification: Overall certification report. It is recommended that you review this report first prior to reviewing the other reports.
- 2) PSAPs with Certified Diverse Circuits: This is where you should list all the PSAPs to which you provide diverse circuits.
- 3) Alternative Measures Diversity Audit Report: This is where you should input the alternative measures that you have implemented instead of having diverse circuits.
- 4) Central Offices with Certified Back-up Power: This is where you should list all the central offices with certified back-up power.

- 5) Alternative Measures Back-up Power Report – Search and Alternative Measures Back-up Power Report: This is where you should input the alternative measures that you have implemented instead of directly meeting the requirements for back-up power.
- 6) 911 Service Areas with Diverse Monitoring Points Report: This is where you should list the 911 Service Areas with diverse monitoring points.
- 7) Alternative Measures Monitoring Report: This is where you should input the alternative measures that you have implemented instead of directly meeting the requirements for diverse monitoring points.
- 8) Attach Assigned Attestation Form: This is where the attestation form signed by the Certifying Official can be attached.

3.2 Main Menu for Coordinators - Filings

The main menu for coordinators is shown below.

FCC 911 Reliability Certification System for 2015	
Main Menu	
Page	Notes
Filings	
911 Reliability Certification	Overall Certification
PSAPs with Certified Diverse Circuits Report	
Alternative Measures Diversity Audit Report	
Central Offices with Certified Back-up Power Report	
Alternative Measures Back-up Power Report	
911 Service Areas with Diverse Monitoring Points Report	
Alternative Measures Monitoring Report	
Attach Signed Attestation Form	
Upload multiple reports in the Excel file	
Reports	
View Report	Review Previous Filings
Forms	
Download Excel file for multiple reports	
Help & Administration	
User's Manual	
Paperwork Reduction Act Burden Statement	
Password Change	
Log Out	

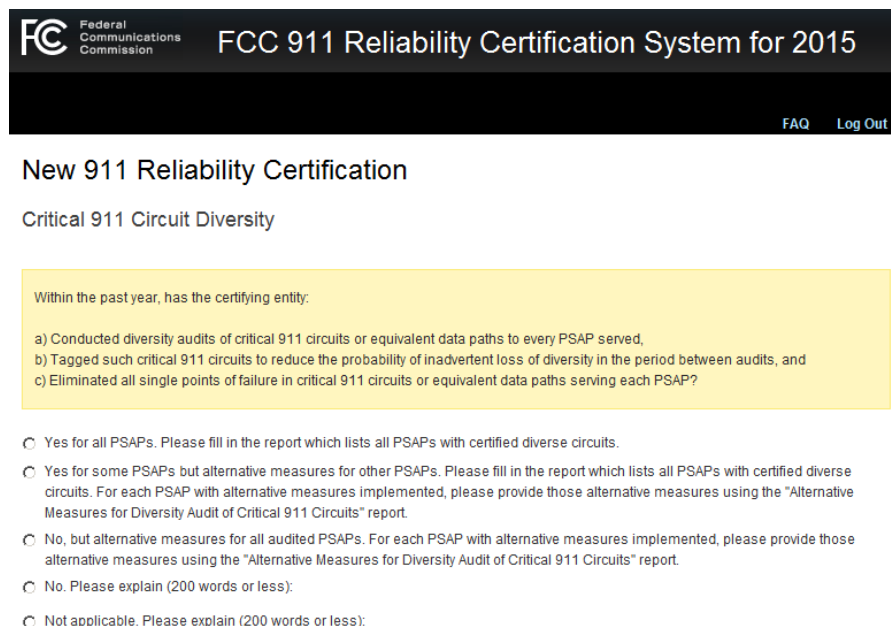
Figure 7: Main Menu for Coordinators

This menu has two additional items compared with the inputter menu: *Download Excel file for multiple reports* and *Upload multiple reports in the Excel file*.

4 Overall Certification Report

The Overall Certification Report has three parts: Critical 911 Circuit Diversity, Central Office Backup Power, and Network Monitoring.

The top part of the Overall Certification Report is shown below:



FCC Federal Communications Commission

FCC 911 Reliability Certification System for 2015

FAQ Log Out

New 911 Reliability Certification

Critical 911 Circuit Diversity

Within the past year, has the certifying entity:

- a) Conducted diversity audits of critical 911 circuits or equivalent data paths to every PSAP served,
- b) Tagged such critical 911 circuits to reduce the probability of inadvertent loss of diversity in the period between audits, and
- c) Eliminated all single points of failure in critical 911 circuits or equivalent data paths serving each PSAP?

☐ Yes for all PSAPs. Please fill in the report which lists all PSAPs with certified diverse circuits.

☐ Yes for some PSAPs but alternative measures for other PSAPs. Please fill in the report which lists all PSAPs with certified diverse circuits. For each PSAP with alternative measures implemented, please provide those alternative measures using the "Alternative Measures for Diversity Audit of Critical 911 Circuits" report.

☐ No, but alternative measures for all audited PSAPs. For each PSAP with alternative measures implemented, please provide those alternative measures using the "Alternative Measures for Diversity Audit of Critical 911 Circuits" report.

☐ No. Please explain (200 words or less):

☐ Not applicable. Please explain (200 words or less):

Figure 8: Top Part of Overall Certification Report

This part of the form is concerned with diversity audits. The entries with a yellow background describe the diversity audit requirements. To describe how you meet the requirements, you must choose one of the five available choices

1. The first choice (Yes for all PSAPs) should be chosen if your company has completed all of the audits, has tagged all the circuits, and has made the circuits diverse. If this option is chosen, you should go back to the Main Menu, select "PSAPs with Certified Diverse Circuits" and fill in the "PSAPs with Certified Diverse Circuits" report. Section 5.1 of this User Manual describes how to fill in this report.
2. The second choice (Yes for some PSAPs but alternative measures for other PSAPs) should be chosen if your company has completed all the audits, has tagged all the circuits and has made the circuits diverse for the circuits to some of the PSAPs but there are alternative measures for the circuits to other PSAPs. There are two steps that you need to follow:

- a. In the Main Menu, select “PSAPs with Certified Diverse Circuits.” For the PSAPs with certified diverse circuits, list the PSAPs with certified diverse circuits in the report. Section 5.1 of this User Manual describes how to fill in this report.
 - b. In the Main Menu, select “Alternative Measures Diversity Audit Report.” For each PSAP with alternative measures implemented, complete a separate Alternative Measures Diversity Audit Report and describe the alternative measures implemented. Section 5.2 of this User Manual describes how to fill in this report.
3. The third choice (No, but alternative measures for all audited PSAPs) should be chosen if there are alternative measures for the circuits to every audited PSAP. If this option is chosen, you must also go the Main Menu, select “Alternative Measures Diversity Audit Report.” For each PSAP with alternative measures implemented, complete a separate Alternative Measures Diversity Audit Report and describe the alternative measures implemented. Section 5.2 of this User Manual describes how to fill in this report.
4. The fourth choice (No) should be chosen if the company has not done either a), b) or c). You are then presented with a text box to type in an explanation.
5. The fifth choice (Not Applicable) should be chosen if this portion does not apply to your certification filing. You are then presented with a text box to type in an explanation.

The second part of the Overall Certification Report is shown below:

Central Office Backup Power

With respect to any central office that directly serves a PSAP, does the certifying entity:

a) Provision backup power through fixed generators, portable generators, batteries, fuel cells, or a combination of such sources to maintain full-service functionality, including network monitoring capabilities, for at least 24 hours at full office load or, if the central office hosts a selective router, at least 72 hours at full office load?

b) Test and maintain all backup power equipment in such central offices in accordance with the manufacturer's specifications?

c) Design backup generators in such central offices for fully automatic operation and for ease of manual operation, when required?

d) Design, install, and maintain each generator in any central office that is served by more than one backup generator as a stand-alone unit that does not depend on the operation of another generator for proper functioning?

☐ Yes for all central offices. Please fill in the report which lists all central offices meeting all backup power requirements, i.e., meeting a), b), c) and d).

☒ Yes for some central offices but alternative measures for other central offices. Please fill in the report which lists all central offices meeting all backup power requirements, i.e., meeting a), b), c) and d). For each central office with alternative measures implemented, please provide those alternative measures using the “Alternative Measures for Backup Power for Central Offices” report.

☐ No, but alternative measures for all central offices that directly serve a PSAP or host a selective router. For each central office with alternative measures implemented, please provide those alternative measures using the “Alternative Measures for Backup Power for Central Offices” report.

☐ No. Please explain:

☐ Not applicable. Please explain:

Figure 9: Second Part of Overall Certification Report

This part of the form is concerned with back-up power in the central offices that serve PSAPs. The entries with a yellow background describe the back-up power requirements. You must choose one of the five available choices:

1. The first choice (Yes for all central offices) should be chosen if your company has met a), b), c), and d). If this option is chosen, you should go back to the Main Menu, select “Central Offices with Certified Back-up Power” and list the Central Offices with certified back-up power in the report. Section 6.1 of this User Manual describes how to fill in this report.
2. The second choice (Yes for some central offices but alternative measures for other central offices) should be chosen if your company has met a), b), c), and d) for some central offices but there are alternative measures for other central offices. There are two steps that you need to follow:
 - a. Go back to the Main Menu and select “Central Offices with Certified Back-up Power.” In the Certified Back-up Power report, list the central offices that meet a), b), c) and d). Section 6.1 of this User Manual describes how to fill in this report.
 - b. You must also go the Main Menu and select “Alternative Measures Back-up Power Report.” For each central office with alternative measures implemented, complete a separate Alternative Measures Back-up Power Report and describe the alternative measures for each central office. Section 6.2 of this User Manual describes how to fill in this report.
3. The third choice (No, but alternative measures for all central offices that directly serve a PSAP) should be chosen if there are alternative measures used at all central offices that are being certified. If this option is chosen, go the Main Menu, select “Alternative Measures Back-up Power Report.” For each central office with alternative measures implemented, complete a separate Alternative Measures Back-up Power Report and describe the alternative measures implemented. Section 6.2 of this User Manual describes how to fill in this report.
4. The fourth choice (No) should be chosen if the company has not done a), b), c) and d). You are then presented with a text box to type in an explanation.
5. The fifth choice (Not Applicable) should be chosen if this portion does not apply. You are then presented with a text box to type in an explanation.

The third and last section of the Overall Certification Report is shown below:

Network Monitoring

Within the past year, has the certifying entity:

a) Conducted diversity audits of the aggregation points that it uses to gather network monitoring data in each 911 service area?

b) Conducted diversity audits of monitoring links between aggregation points and network operations centers (NOCs) for each 911 service area in which it operates?

c) Implemented physically diverse aggregation points for network monitoring data in each 911 service area and physically diverse monitoring links from such aggregation points to at least one NOC?

☒ Yes for all 911 Service Areas. Please fill in the report which lists all the 911 service areas meeting network monitoring requirements, i.e., meeting a), b), and c).

☐ Yes for some 911 service areas but alternative measures for other 911 service areas. Please fill in the report which lists all 911 service areas meeting network monitoring requirements, i.e., meeting a), b), c) and d). For each 911 service area with alternative measures implemented, please provide those alternative measures using the "Alternative Measures for Network Monitoring" report.

☐ No, but alternative measures for all 911 service areas. For each 911 service area with alternative measures implemented, please provide those alternative measures using the "Alternative Measures for Network Monitoring" report.

☐ No. Please explain:

☐ Not applicable. Please explain:

Figure 10: Bottom Part of Overall Certification Report

This part of the form is concerned with diverse network monitoring points in each 911 service area. The entries with a yellow background describe the diverse network monitoring requirements. You must choose one of the five available choices:

1. The first choice (Yes for all 911 Service Areas) should be chosen if your company has met a), b), c), and d). If this option is chosen, you should go back to the Main Menu, select “911 Service Areas with Diverse Monitoring Points Report” and list the 911 Service Areas with diverse monitoring points in the report. Section 7.1 of this User Manual describes how to fill in this report.
2. The second choice (Yes for some 911 service areas but alternative measures for other 911 service areas) should be chosen if your company has met a), b), c), and d) for some 911 service areas but there are alternative measures for other 911 service areas. There are two steps that you need to follow:
 - a. Go back to the Main Menu; select “911 Service Areas with Diverse Monitoring Points Report.” In the 911 Service Areas with Diverse Monitoring Points Report, list the 911 service areas that meet a), b), c) and d) in the report. Section 7.1 of this User Manual describes how to fill in this report.
 - b. You must also go the Main Menu, select “Alternative Measures Monitoring Report.” For each 911 service area with alternative measures, complete a separate Alternative Measures Monitoring Report, and describe the alternative measures. Section 7.2 of this User Manual describes how to fill in this report.
3. The third choice (No, but alternative measures for all 911 service areas) should be chosen if there are alternative measures all 911 service areas that are being certified. If this option is chosen, you must also go the Main Menu, select “Alternative Measures Monitoring Report.” For each 911 service area with alternative measures, complete a separate Alternative Measures Monitoring Report, and describes the alternative measures. Section 7.2 of this User Manual describes how to fill in this report.
4. The fourth choice (No) should be chosen if the company has not done a), b) c) or d). You are then presented with a text box to type in an explanation.
5. The fifth choice (Not Applicable) should be chosen if this portion of the certification does not apply. You are then presented with a text box to type in an explanation.

5 Diversity Audit

If you chose one of the top three available choices in the Diversity Audit of 911 Circuits section of the Overall Certification Report, you will have to file additional report(s) titled “PSAPs with Certified Diverse Circuits” or “Alternative Measures Diversity Report”. This section describes these parts of the certification.

5.1 PSAPs with Certified Diverse Circuits

When you choose “PSAPs with Certified Diverse Circuits” from the Main Menu, you will see the following screen:

FCC 911 Reliability Certification System for 2015

PSAPs with Certified Diverse Circuits Report

Please list all the PSAPs with physically diverse critical 911 circuits in the following textbox. Please provide the list the following way: PSAP1, StateAbbreviation1; PSAP2, StateAbbreviation2; etc.:

« Back Submit

Figure 11: PSAPs with Certified Diverse Circuits Reports

You should then list each PSAP with physically diverse 911 circuits using the format: PSAP Name1, OH; PSAP Name2, AL; etc. That is, please put the PSAP name and then the state abbreviation separated by a comma. Each PSAP/state combination should be separated by a semicolon.

When you are done, hit the “Submit” button.

5.2 Alternative Measures Diversity Audit Report

To submit an “Alternative Measures Diversity Audit Report”, you should go to the Main Menu and select the “Alternative Measures Diversity Audit Report”.

The following screen will come up:

FCC 911 Reliability Certification System for 2015

Alternative Measures Diversity Audit Report - Search

« Back Display New Edit Delete


PSAP Name: Search

PSAP Name	State	County	Diversity Audit Conducted	911 Circuit Tagged	Reasons Not Fully Overridden	Alternative Measure Taken	Date Completed
-----------	-------	--------	---------------------------	--------------------	------------------------------	---------------------------	----------------

Figure 12: Initial Screen for Alternative Measures Diversity Audit Report

You should select “New” to input a new Alternative Measures Diversity Report. If you want to search for a report that you have already filed, put the first letter of the PSAP’s name in in the text box and hit the “Search” button. For example if you had already put in a report for Middletown Police Department, you can have that report listed by putting the letter M in the search box and hitting the “Search” button.

The following screen will come up if you select “New” to input a new Alternative Measures Diversity Report.



Federal
Communications
Commission

FCC 911 Reliability Certification System for 2015

[FAQ](#)
[Log Out](#)

New Alternative Measures Diversity Audit Report

PSAP Name:

State:

ALABAMA

County Name:

Diversity Audit Conducted:

Yes

911 Circuits Tagged:

Yes

Reasons Not Fully Diversified:

Only one cable available within providers network

Describe Why System Is Not Fully Diversified (200 words or less):

Alternative Measure Taken:

Reroute to a secondary PSAP on diverse path

Describe Alternative Measures Taken and List Any Other Companies Involved in Providing These Critical 911 Circuits (200 words or less):

Date When Remediation Steps Will be Completed:

Remarks:

« Back

Submit

Figure 13: Alternative Measures Diversity Audit Report

Most of the information in this report is self-explanatory. The following fields need to be filled in:

- 1) PSAP Name
- 2) State: Please select from the pull-down menu.
- 3) County name. You should not include the words "County" or "Parish".
- 4) Whether a diversity audit has been conducted. Please choose "Yes" or "No". If you answer "No", a pop-up text box will appear asking for an explanation.
- 5) Whether the circuits have been tagged. Please choose "Yes" or "No". If you answer "No", a pop-up text box will appear asking for an explanation.
- 6) Pick a reason the circuits are not fully diversified from the pull down menu. If the reason your circuits are not fully diversified is not listed, please choose "Other".
- 7) Please provide in the text box an explanation of why your circuits are not fully diversified. There is no guarantee that the wording that we choose in the pull-down menu is the best way to describe your reasons for not having fully diversified circuits.
- 8) Pick the primary Alternative Measure taken from the pull down menu. If the primary alternative measure that you used is not listed, please choose "Other".

Commented [ES1]: Lisa, this page has changed a bit, back to the old format where we no longer ask separately about other companies involved in providing service. I don't think we need the deleted text any more, and could we do a new screen shot that does not show the form field for other companies?

- 9) Please provide in the text box an explanation of the Alternative Measures taken. There is no guarantee that the wording that we chose in the pull-down menu is the best way to describe your alternative measures. In addition, you may have taken several alternative measures and we would like you to list all the measures taken. Please also indicate in this text box whether any other companies are involved in providing the alternative measure (e.g., diverse circuits leased from a third party) and identify those companies. This latter information is optional.
- 10) If the remediation steps have not been completed, please provide an approximate date when they will be completed.
- 11) Please provide any additional relevant information in the Remarks text box.

When you are done, hit the “Submit” button.

6 Central Office Back-up Power

If you chose one of the top three available choices in the Central Office Back-up Power section of the Overall Certification Report, you will have to file additional report(s) titled “Central Offices with Certified Back-up Power Report” or “Alternative Measures Back-up Power Report”. This section describes these parts of the certification.

6.1 Central Offices with Certified Back-up Power Report

When you choose “Central Offices with Certified Back-up Power Report” from the Main Menu, the following screen will be shown to you:

FCC 911 Reliability Certification System for 2015

Central Offices with Certified Back-up Power Reports

Please list all the central offices meeting certified back-up power requirements in the following textbox. Please provide the list the following way: CLLI1, Y; CLLI, N; etc. The Y indicates that the CLLI host a Selective Router:

PSAPs served by these central offices. Please provide the list in the following way: PSAP1, StateAbbreviation1; PSAP2, StateAbbreviation2; etc.:

« Back Submit

Figure 14: Central Offices with Certified Back-up Power

You should then list each central office with certified back-up power using the format: CLLI1, Y; CLLI2, N; CLLI3, Y; etc. The CLLI is the CLLI code for the switch that provides circuits to the PSAP. The Y indicates

that this switch is a Selective Router. The second switch is not a Selective Router. Each CLLI/Selective Router Indicator combination should be separated by a semicolon.

In the second field please list the PSAPs served by these central offices. Please provide a list of PSAPs in the following way: PSAP Name1, State Abbreviation1; PSAP Name1, State Abbreviation2: etc. That is, the PSAP name and its corresponding state should be separated by a comma. Each pair of PSAP name and state abbreviation should be separated by a semi-colon.

When you are done, hit the “Submit” button.

6.2 Alternative Measures Back-up Power Report

To submit an “Alternative Measures Back-up Power Report”, go to the Main Menu and select the “Alternative Measures Back-up Power Report” option.

The following screen will come up:

The screenshot shows the 'Alternative Measures Back-up Power Report - Search' interface. At the top, there's a header with the FCC logo and 'FCC 911 Reliability Certification System for 2015'. Below the header, there's a navigation bar with buttons: '< BACK', 'Display', 'New', 'Edit', and 'Delete'. A search box is labeled 'CLLI' and has a 'Search' button next to it. Below the search box, there's a table with the following columns: 'CLLI', 'State', 'Selective Router', 'Has 72 Hours/24 Hours Back-Up', 'Alternative Measures for Amount of Back-up Power', 'Tests according Manufacturer's Spec', 'Alternative Measures for Testing', 'Generator can be started automatically', 'Alternative Measures for Automatic Operation', and 'Alternate for Tandem Generator'.

Figure 15: Initial Screen to Add Alternative Measures Back-up Power Report

You should select “New” to input a new Alternative Measures Back-up Power Report. If you want to search for a report that you have already filed, put the first letter of the CLLI for the switch in the text box and hit the “Search” button. For example if you had already put in a report for the switch with the CLLI code NYCMNYBWGT0, you can have that report listed by putting the letter N in the search box and hitting the “Search” button.

The following screen will come up if you select “New” to input a new Alternative Measures Back-up Power Report.

The screenshot shows the 'New Alternative Measures Back-up Power Report' form. At the top, the FCC logo and 'FCC 911 Reliability Certification System for 2015' are displayed, along with 'FAQ' and 'Log Out' links. The form fields include: 'Central Office - CLLI Code' (text input), 'State' (dropdown menu showing 'ALABAMA'), 'PSAPs served by these central offices' (text area with instructions: 'Please provide the list in the following way: PSAP1, StateAbbreviation1; PSAP2, StateAbbreviation2; etc.'), 'Central Office Contains a Selective Router' (Yes/No dropdown), 'Has 72 Hours Back-Up (if SR) or 24 hours (if not SR, choose from menu):' (Yes/No dropdown), 'Tests according Manufacturer's Specifications:' (Yes/No dropdown), 'Generator can be started automatically or easily started manually:' (Yes/No dropdown), 'Alternate for Tandem Generator:' (dropdown menu showing 'Not applicable (central office has only one generator)'), 'Please Provide a Description of Alternates Alternative Measures for Tandem Generators (200 words or less):' (text area), and 'Remarks:' (text area). At the bottom are 'Back' and 'Submit' buttons.

Figure 16: New Alternative Measures Back-up Power Report

Most of the information in this report is self-explanatory. The following fields need to be filled in:

- 1) CLLI: This is the 11 character Common Language Location Identifier code for the switch.
- 2) State: Please select from the pull-down menu.
- 3) Please report any PSAPs served by these central offices in the format directed above: way: PSAP Name1, State Abbreviation1; PSAP Name1, State Abbreviation2; etc. That is, the PSAP name and its corresponding state should be separated by a comma. Each pair of PSAP name and state abbreviation should be separated by a semi-colon.
- 4) Does the Central Office contain a Selective Router? Please choose "Yes" or "No".
- 5) Please answer the question whether the switch has 72 hours of back-up power if it is a Selective Router, or 24 hours of back-up power if it is not a Selective router. Please choose "Yes" or "No".
- 6) Is the generator tested according to Manufacturer's specifications? "Yes" or "No" or "Alternative". You will choose "Alternative" if you do not meet the specified amount of back-up power but have implemented some alternative measure that meets the spirit of the requirement. When you choose "Alternative", two additional questions for information will pop-up. There will be a pull-down menu from which you may select the primary alternative measure that you have taken. If the measure is not listed please select "Other". In all cases when you select an alternative measure, we ask you to describe the alternative measures in your own words.
- 7) Please answer the question whether the generator can be started automatically or easily started manually. Please choose "Yes", "No" or "Alternative". You will choose "Alternative" if you

cannot start your generator automatically or easily manually but have implemented some alternative measure. When you choose “Alternative”, two extra pieces of information will pop-up. There will be a pull-down menu from which you may select the primary alternative measure that you have taken. If the measure is not listed please select “Other”. In all cases when you select an alternative measure, we ask you to describe the alternative measures in your own words.

- 8) Please select an entry for tandem generators from the pull-down menu. If you select one of the alternative measures, please fill in the text box with your alternative measures in your own words.
- 9) Please provide a description of alternative measures for tandem generators in 200 words or less.
- 10) Please provide any additional relevant information in the Remarks text box.

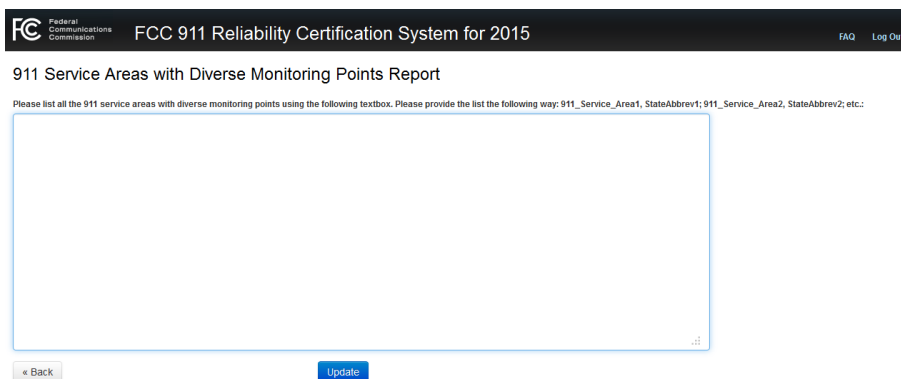
When you are done, hit the “Submit” button.

7 Monitoring Report

If you chose one of the top three available choices in the Diverse Monitoring section of the Overall Certification Report, you will have to file additional report(s) titled “911 Service Areas with Diverse Monitoring Report” or “Alternative Measures Monitoring Report”. This section describes these parts of the certification.

7.1 911 Service Areas with Diverse Monitoring Report

When you choose “911 Service Areas with Diverse Monitoring Report” from the Main Menu, you will see the following screen:



FCC Federal Communications Commission

FCC 911 Reliability Certification System for 2015

FAQ Log Out

911 Service Areas with Diverse Monitoring Points Report

Please list all the 911 service areas with diverse monitoring points using the following textbox. Please provide the list the following way: 911_Service_Area1, StateAbbrev1; 911_Service_Area2, StateAbbrev2; etc.:

« Back Update

Figure 17: 911 Service Areas with Diverse Monitoring Points Report

You should then list each 911 Service Area with diverse monitoring points using the format: 911_Service_Area1, OH; 911_Service_Area2, AL; etc. That is, please put the name of each 911 Service

Area and then the state abbreviation separated by a comma. Each 911 Service Area/state combination should be separated by a semicolon. When you are done, hit the “Submit” button.

7.2 Alternative Measures Monitoring Report

To submit an “Alternative Measures Monitoring Report”, go to the Main Menu and select the “Alternative Measures Monitoring Report” option.

The following screen will come up:

The screenshot shows the 'Alternative Measures Monitoring Report - Search' page. At the top, there's a header with the FCC logo and 'FCC 911 Reliability Certification System for 2015'. Below the header, there are navigation buttons: 'Back', 'Display', 'New', 'Edit', and 'Delete'. A 'Service Area:' text box is followed by a 'Search' button. Below the search box, there's a table with columns for 'Service Area', 'State', and 'Alternative measures for network monitoring'.

Figure 18: Initial Screen for Inputting Alternative Measures Monitoring Report

You should select “New” to input a new Alternative Measures Monitoring Report. If you want to search for a report that you have already filed, put the first letter of the Service Area in the text box and hit the “Search” button. For example if you had already put in a report for the Cleveland service area, you can have that report listed by putting the letter C in the search box and hitting the “Search” button.

The following screen will come up if you select “New” to input a new Alternative Measures Monitoring Report.

If you are entering a new report, please select “New”. The following screen will come up:

The screenshot shows the 'New Alternative Measures Monitoring Report' page. It has a header with the FCC logo and 'FCC 911 Reliability Certification System for 2015'. Below the header, there are several form fields: '911 Service Area:' with a text box, 'State:' with a dropdown menu showing 'ALABAMA', 'Alternative measures for network monitoring:' with a dropdown menu showing 'Use a completely separate procedure to monitor equipment', 'Please Provide an Explanation of Alternative Measure (300 words or less):' with a large text box, and 'Remarks:' with a text box. At the bottom, there are 'Back' and 'Submit' buttons.

Figure 19: New Alternative Measures Monitoring Report

Most of the information in this report is self-explanatory. The following fields need to be filled in:

- 1) 911 Service Area. Please enter the name of the 911 Service Area.
- 2) State. Please select the state from the pull-down menu. If the service area covers more than one state, pick the state of the service area's largest city.
- 3) Please select an alternative measure for network monitoring from the pull down menu. If the primary alternative measure is not listed, please choose "Other".
- 4) Please describe the alternative measure(s) in your own words in the text box provided.
- 5) Please provide any additional relevant information in the Remarks text box.

When you are done, hit the "Submit" button.

8 Attach Signed Attestation Form

When you choose "Attach Signed Attestation Form" from the Main Menu, the following screen will come up:

The screenshot shows the 'Attestation' form within the 'FCC 911 Reliability Certification System for 2015'. The form includes the following fields and buttons:

- Attestation** (Section Header)
- Certifying Official:** (Text input field)
- Title:** (Text input field)
- Attestation File:** (Text input field with a 'Browse...' button next to it)
- Navigation:** '« Back' button and 'Submit' button.
- Link:** 'Sample Attestation Form' (blue text link).

Figure 20: Attaching Attestation Form

You may review a sample by clicking on "Sample Attestation Form" on the bottom of this screen.

To complete the Attestation section, complete these steps in this order. First, enter the Certifying Official's name and title. Then to upload the "Attestation File", click on "Browse", select the appropriate disk drive, and attach the file. When you are done, hit the "Submit" button.